

Schedule A: Position description

Position:	Custodial Manager
Reports to:	Clubs and Societies Centre Manager (CSM)
Direct reports:	Clubs and Societies Centre Cleaners
Location:	Clubs and Societies Centre, 84 Albany Street, Dunedin Aquatic Centre, 65 Magnet Street, Dunedin

Organisation:

The OUSA provides a diverse range of services to its 20,000 student members at the University of Otago. An autonomous body with registered charity status and independence from the University, OUSA offers activities and support to students including:

- A confidential support and welfare advice service, representation and advocacy
- Numerous recreation clubs and societies and the facilities to support these
- A varied events programme
- A student radio station (Radio One)
- An award-winning student magazine (Critic).

The OUSA Executive (the elected student members and governors of the Association) run campaigns and represents student views to the University and other external bodies. OUSA's core responsibility is to engage its student members through services, events, representation and communication by way of a relevant, responsible, inclusive and engaging approach.

Structurally, OUSA is divided into 8 departments: Corporate support; Events; Communications and Marketing; Clubs and Socs; Critic; Planet Media Sales; Radio One and Student Support Centre.

With approximately 50 staff and many more volunteers, OUSA is a substantial organisation. Managers of each department report to the CEO, who is responsible to the Student Executive for the overall management of the organisation. Each of the departmental managers is responsible for the operations of their department, including staffing, financial management and service provision.

OUSA is a dynamic environment to work in – no two days are ever the same! We are an inclusive and supportive employer who values inputs from all staff.

Position purpose:

1. Presents the Clubs and Societies Centre in a clean and orderly state
2. Manages the cleaning services of the Clubs and Societies Centre department
3. Manages the cleaners of the Clubs and Societies Centre department
4. Assists with custodial duties

Areas of Responsibility

Area	Expected Outputs
Cleaning	<ul style="list-style-type: none"> • Procurement, storage, mixing, discarding and usage/handling of various chemicals, equipment and cleaning aids • Wears prescribed personal protection equipment as directed by safety data sheets or management • Provides cleaning signage to mitigate risks associated with people entering areas where cleaning is taking place • Regular, scheduled and directed floor and stairs maintenance by using manual tools and equipment to sweep, vacuum and mop floors according to prescribed guidelines • Regular, scheduled and directed carpet and upholstery maintenance by using manual tools and equipment or operating vacuums and upholstery tools according to prescribed guidelines • Cleans building furnishings (which may require moving) by dusting, washing and or polishing surfaces e.g. tables, chairs, computers, cabinets, handrails etc. • Ensures toilets, showers and changing facilities are clean and sanitary by following prescribed procedures for sweeping, washing/scrubbing, using appropriate chemicals for cleaning and disinfecting. Also, restocks all appropriate paper products, refilling soap dispensers and removing trash. • Cleans offices, common spaces/foyers and meetings spaces by dusting, dry and wet wipe, vacuuming and discarding waste. • Cleans interior walls by removing adhesive tape, pins etc. washing and scrubbing as required. • Cleans graffiti off surfaces • Washes interior and exterior glass (height permitting), including windows, mirrors and door glass according to prescribed guidelines • Removes all trash and recyclables from assigned areas • Responds to urgent situations within capabilities that may cause property damage, personal injury or both such as leaks, blocked drains, incidents of bodily fluid contamination, broken windows etc. • Assists with the engagement of contractors as directed by the CSM e.g. commercial cleaning assistance, spider proofing, sanitary bin provision, carpet cleaning, fragrance dispensing etc.
Custodial Works	<ul style="list-style-type: none"> • Minor maintenance repairs e.g. lubricating doors, grounds work, painting, polishing GIB patching tightening screws etc. • Performs routine checks and maintenance of cleaning and custodial equipment • Reports damage to buildings, facilities, furnishings and equipment to the CSM that fall outside scope of minor maintenance repairs • Liaise with contractors as directed by the CSM e.g. arranges access for scheduled maintenance contracts
Administration	<ul style="list-style-type: none"> • Manages inventory • Documents and reports information relevant to the responsibilities • Schedules tasks • Correspondence via phone and email • Ordering of goods (and services)

	<ul style="list-style-type: none"> • Compliance administration assistance; Health and Safety Work Act 2015, Health and Safety at Work (Hazardous Substances) Regulations 2017, Building Act 2004 and AS/NZ 3760:2010 • Administrative support to the CSM
Human Resource Management	<ul style="list-style-type: none"> • Recruitment of cleaners under the direction of the CSM • Onboarding and ongoing training (professional development) of cleaners • Cleaning training for the reception team • Oversee the management of cleaners responsibilities and performance • Rostering and scheduling of cleaners and their work • Timesheet management • Performance audits and appraisals • Minor performance and disciplinary management • Reports staffing issues to the CSM
Health and Safety	<ul style="list-style-type: none"> • Does not adversely affect the health and safety of others • Is knowledgeable and cooperates with reasonable workplace health and safety policy or procedures • Complies so far as reasonably able with reasonable instruction given by OUSA to comply with the Health and Safety Work Act (or relevant legislation) • Commits to a positive health and safety culture, engaging with opportunities to participate in workplace health and safety • Has, maintains and improves knowledge of the risks associated with their role • Holds and renews valid first aid and fire warden certificate
Other	<ul style="list-style-type: none"> • Tailors work processes and systems in support of the organization's sustainability goals e.g. waste minimization or energy conservation • Protects against pilferage, loss, theft or abuse of company and customer property • General assistance to the CSM • Carry out additional tasks for the CSM, reasonably requested from time to time e.g. watering plants, fleet cleaning etc. • Physical labor tasks as required • Undertake professional development complimentary to the role, individual progression or organization goals • Work overtime as required (may include weekend work) where there are staffing shortages

Personal Attributes

Attribute	Details
Driven and Invested	<ul style="list-style-type: none"> • Proactivity with the ability to perform under minimal supervision • Possess initiative • Improvement focused

	<ul style="list-style-type: none"> • Punctual • Reliable • Willing to upskill • Open to change
Computer Literate	<ul style="list-style-type: none"> • Competent with Microsoft Office • Comfortable with modern technology
Physically Able	<ul style="list-style-type: none"> • Physically strong and “fit”; can work up to 8 hours on their feet, lift and move loads of 20kgs, perform repetitive motions for long periods of time and is comfortable squatting, twisting, bending and kneeling while using tools and performing tasks. • Absence of pre-existing injuries or illnesses that may jeprodise responsibilities
Communication	<ul style="list-style-type: none"> • Strong verbal and communication skills
Leadership	<ul style="list-style-type: none"> • Knowledgeable, experienced, influential, honest, confident, positive, accountable, communitive, creative, empathetic, resilient, transparent.
Organised	<ul style="list-style-type: none"> • Time management skills; ability to multitask, achieving goals and completing schedules while responding to incidents and frequent interruptions. • Agile • Quick thinking problem solver
Prideful and Hardworking	<ul style="list-style-type: none"> • Takes pride in their work; strong attention to detail and invests in organizational goals

Qualifications and Experience

Our minimum requirements are:

- 5 years plus (can be accumulative) in a role(s) of similar caliber
- An accredited certificate in cleaning or comparative experience and agreeance to upskill
- A valid first aid certificate or agreeance to obtain
- Can commit to ongoing professional development advantageous to the role
- Working knowledge of the Health and Safety Work Act 2015 and Health and Safety at Work (Hazardous Substances) Regulations 2017

Desirable to this role is:

- 10 years plus (can be accumulative) in a role(s) of similar caliber

- A diploma or degree in business or comparative work experience